

## CLAIMS

What is claimed is:

1. A system for performing surveys regarding services comprising:

(e) a handheld computer;

(f) data acquisition software for the handheld computer, designed to permit customers to enter data on the handheld computer designed to offer a plurality of customizable questions regarding the services comprising:

(j) identification data for the customer;

(ii) questions regarding the services;

(iii) employee identification data for employees providing the services; and

(iv) questions regarding the services;

(g) interface software on the handheld computer transmit the data acquired on the handheld computer from the hand held computer to a database; and

(h) report software wherein database reports can be produced from the database.

2. A computer system for performing a *survey* using a handheld computer, the hand held computer being connectable to a network link to a server computer, the computer system comprising:

a network server system disposed in the server computer;

a browser disposed in a client's computer, the browser for accessing the network server system;

a handheld computer; and

5 a dynamic *survey* system residing on the handheld computer, the dynamic *survey* system adapted to allow users to construct *survey* questions for a plurality of surveys on the handheld computer, the dynamic *survey* system further adapted to present the *survey* on the handheld computer, and obtain data relative to the survey, the dynamic *survey* system further adapted to enable the users to access results of the *survey* located on the server computer using the client computer without requiring the client computer to have a second *survey* system disposed therein, the dynamic *survey* system adapted to provide a new *survey* from a decision tree having a plurality of available surveys if an appropriate response to a previously answered *survey* question is provided in a first *survey*.

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15 3. The computer system of claim 2, wherein the network server system further comprises a web page.

4. The computer system of claim 2, wherein the handheld computer further comprises *software* scripts for generating a *survey* question on the handheld computer.

5. The computer system of claim 4, wherein the system further comprises an authorization system for selectively providing access to the *software* scripts such that the handheld computer for a client provides client questions when authorized, and the handheld computer

provides employee questions when authorized.

6. The computer system of claim 2, wherein the system further comprises an authorization system for selectively providing access to the *survey* results.
7. The computer system of claim 2, wherein the system further comprises a relational database system adapted to tabulate the results to the *survey* presented by the handheld computer such that a client can access the relational database tabulated *survey* results.
8. A networkable computer system having a handheld computer, the handheld computer having a CPU, a memory, a browser, a display device and an input device and a means for conducting an electronic *survey* comprising *software* scripts for generating at least one page displayable handheld computer wherein the page comprises a plurality of *survey* questions accessible by the browser; and a relational database application resident in the memory of a second computer, the relational database application having a plurality of tables for storing a plurality of surveys, the electronic *survey* adapted to provide a new *survey* from a decision tree having a plurality of available surveys if an appropriate response to a previously answered *survey* question is provided in a first *survey*.
9. The networkable computer system of claim 8, further comprising storing responses to the *survey* questions in the tables and for summarizing and presenting results of the responses to the questions.
10. The networkable computer system of claim 8, further comprising a second computer having a second CPU, a second memory, a second display device and a second input device, and

the second computer is networkable with the handheld computer by an interface, the second computer further having a second browser resident in the second memory for accessing responses to the *survey* questions, the responses stored in at least one of the tables resident in the memory of the second computer.

5 11. The networkable computer system of claim 10, further comprising means for selecting at least one of the tables and for transferring selected information stored in the tables to the display of the second computer without requiring the second computer to have a *survey* system disposed therein.

12. The networked computer system of claim 8, wherein the electronic *survey* is dynamically modified by adding at least one of the plurality of tables.

13. The networked computer system of claim 8, wherein the electronic *survey* is dynamically modified by modifying at least one of the plurality of tables.

14. A method for conducting a *survey* using a handheld computer comprising:

configuring a plurality of tables in a relational database environment;

15 populating at least one of the plurality of tables with *survey* questions in response to input from a handheld computer for a *survey* creator;

displaying the *survey* questions on the handheld computer;

viewing the *survey* questions with the handheld computer by a survey taker;

receiving input to the *survey* questions via the handheld computer;

transferring the data from the survey questions to a server having the relational database environment; and

providing a new *survey* from a decision tree having a plurality of available surveys if an appropriate response to a previously answered *survey* question is provided in a first *survey*.

15. The method of claim 14, further comprising the steps of:

notifying users of the survey data that surveys are complete; and

storing the input in at least a different one of the plurality of tables; and

tabulating results of electronic surveys.

16. The method of claim 14, further comprising the steps of:

receiving further input responsive to a second set of *survey* questions from the new *survey*;  
and

accessing one of the plurality of tables in response to the further input.

17. The method of claim 16, further comprising the step of modifying the data set contained in the table selected in response to the further input.

18. The method of claim 16, further comprising the step of transmitting at least a selected portion of the accessed table.

19. The method recited in claim 14, further comprising the steps of:

checking the *survey* questions for correct syntax; and

prompting the *survey* creator to correct a *survey* question having an incorrect syntax.

20. The method recited in claim 14, further comprising the steps of:

discarding the input to the *survey* question if it is a null answer.

21. In a system having a server with a memory and network connections to a handheld computer, the server having application *software*, including a relational database, resident in the memory, a method for invoking the application *software* from a handheld computer connected to the server by the network connections, the method comprising:

presenting a sequence of surveys, stored in the relational database;

receiving data via the network connection, inputting data to the sequence of surveys;

analyzing the input; and

responsive to the analysis of the input, invoking the application *software* to dynamically

provide a new *survey* from a decision tree having a plurality of available surveys if an

appropriate response to a previously answered *survey* question is provided in a first *survey*.

22. The method of claim 21, further comprising the steps of:

receiving, via the network connection, input to the second sequence of surveys;

analyzing the input; and

responsive to the analysis of the input, initiating operational functions of the application  
*software.*

23. The method of claim 21, wherein the sequence of surveys is dynamically modified by  
5 adding an additional *survey* to the sequence of surveys.

24. The method of claim 21, wherein the sequence of surveys is dynamically modified by  
modifying at least one of the sequence of surveys.